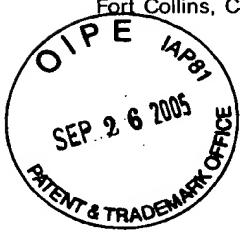


HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

B 2113
PATENT APPLICATION

ATTORNEY DOCKET NO. 70006679 -1

94



IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Hariharakrishnan MANNARSAMY

Confirmation No.: 1766

Application No.: 09/858105

Examiner: Manoskey, Joseph D

Filing Date: May 15, 2001

Group Art Unit: 2113

Title: A Helpdesk System And Method

Mail Stop PGPUB Drawings
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

DRAWING TRANSMITTAL LETTER

Sir:

Enclosed herewith please find:

() _____ sheets of redlined drawing(s) which indicate proposed changes to the drawing(s). Upon approval of these proposed changes, formal drawing(s) will be submitted.

() _____ sheets of corrected formal drawing(s), as required by the Notice of Patent Drawings Objection (PTO-948) which accompanied the Office Action dated _____.

() _____ sheets of corrected formal drawing(s), as required by the Notice of Patent Drawings Objection (PTO-948) and approved in the Notice of Allowability dated _____.

(x) 2 sheets of formal drawing(s). Please substitute these formal drawing(s) for the informal drawing(s) originally filed.

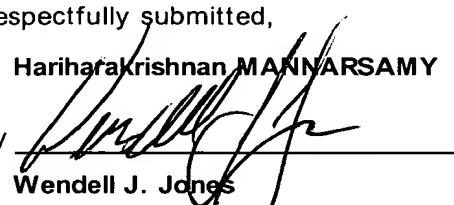
() _____

Examiner's approval of the entry of these drawings is respectfully requested. No new matter has been added.

Respectfully submitted,

Hariharakrishnan MANNARSAMY

By


Wendell J. Jones

Attorney/Agent for Applicant(s)
Reg. No. 45,961

Date: 22 Sept 2005

Date of Deposit: 22 Sept. 2005

Typed Name: Ramona J. Zaya

Signature: 